

# STUDENT PROTECTION PLAN

## (DRAFT)

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Approved By:		
Lead:		
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## **EHWLC Student Protection Plan**

**1. An assessment of the range of risks to the continuation of study for your students, how those risks may differ based on your students' needs, characteristics and circumstances, and the likelihood that those risks will crystallise.**

### **1.1 Closure of Campus or Location of Study (low risk)**

The college plans to only offer the HND in Healthcare Practice as a non-franchised programme and the franchised Diploma in Education and Training (DET)/ Professional Graduate Certificate in Education (PGCE) in 2019/2020. Both programmes are offered at the main campus at Barons Court, Hammersmith. College managers are currently working with the local authority to redevelop this site to provide further and higher education for the residents of Hammersmith and Fulham over the long term. The college is currently in the process of selling buildings and land in Southall that are surplus to requirements, the proceeds from the sale providing funds for future investment.

### **1.2 Loss of Validation of the College's university partner (low risk)**

The college has a partnership with Canterbury Christchurch University to deliver DET/PGCE at Hammersmith campus. Regular monitoring meetings, application reporting and communication takes place between the college and senior members of CCCU. The quality of provision is subject to annual review at programme and institutional level. Periodic reviews occur on a five-year rolling basis. These measures ensure that any issues of potential poor performance are identified early and addressed.

### **1.3 Closure of a programme (moderate risk)**

There a number of very limited circumstances in which the college would need to consider closure of a programme whilst students are currently enrolled or have received offers. These are -:

- a) Where low levels of student recruitment prejudice the financial viability and quality of the student experience; and
- b) Where it is not able to provide suitably qualified and experienced specialist tutors.

Having undertaken a recent review of its higher education offer, the College has no current plans to close its offered higher education programmes in the next three years, subject to viable student recruitment and financial viability. As a provider of HE in an

FE environment EHWLC makes a commitment to its students to provide small group teaching and an intensity of support that is valued by students.

### **The measures that you have put in place to mitigate those risks that you consider to be reasonably likely to crystallise**

This sections covers the measures which we have put in place to mitigate the risk which we have identified as 'moderate' in section 1, on the basis that this risk has a greater likelihood of being crystallised.

#### **2.1 Closure of a Programme (moderate risk)**

In the event that the College is unable to continue offering a programme of study for any reason, wherever possible we will 'teach out' the programme so that students can complete their programme of study providing that students continue to have a high quality academic experience.

It is highly unlikely that teach out arrangements cannot be made. In this unlikely circumstance EHWLC would work in partnership with CCCU to make arrangements with another institution for students to be accepted with advanced standing onto a comparable programme i.e. credits will be transferred to another provider. This relocation may involve inconvenience to some students, for example increased travel time and costs. The College will compensate students for reasonable additional travel costs incurred as a result of the transfer of their programme. Such claims for compensation will be considered on an individual basis.

In the exceptional circumstance that a franchised or validated programme is closed and the College is not able to preserve continuation of study, compensation arrangements will be as set out in section 3.0 below - see also the [Higher Education Student Charter](#).

### **3. Information about the policy you have in place to refund tuition fees and other relevant costs to your students and to provide compensation where necessary in the event that you are no longer able to preserve continuation of study**

The Fees and Refund policy is published on the College – <http://wlc.ac.uk/policies/fees>

As described in 2.1 above, in a very small number of exceptional cases it may be necessary to withdraw the offer of a place on a higher education course. The circumstances that could give rise to this situation include: a) course viability; b) staff availability; c) serious concerns regarding course quality; and d) the absence of approval by the external validating partner.

Where it has not been possible to provide suitable alternative arrangements and as described in the Student Protection Plan (SPP), the College will consider the



provision of compensation in respect of maintenance costs and lost time where it is not possible to preserve continuation of study and/or tuition fees and maintenance costs where students have to transfer courses or provider and these are not otherwise provided for by the usual arrangements. Such requests for compensation are made on an individual basis by writing to the Executive Director (Finance and Resources) at the College address.

The College has insurance cover which includes compensation, subject to policy terms, where the College has been found to be liable to a Third Party, which may include students, for causing them financial loss. In cases where the College's insurance would not cover the costs the College would meet the costs itself and the College is able to underwrite such cases. The College had total net assets (including pensions liability) of £9,532k at 31 July 2018<sup>1</sup> Appropriate budgetary provision has been made in the unlikely event that the College is unable to preserve continuation of study for students.

#### **4. Information about how you will communicate with students about your student protection plan**

We will communicate our Student Protection Plan to current and future students by publishing it on our website, by signposting the Student Protection Plan when making offers to applicants and, in the case of current students, by including updated details in programme handbooks.

We will communicate the Student Protection Plan to College staff through -:

- publication of the College Staff Intranet
- updates to the College's HE Quality Handbook
- Relevant training (e.g. delivered at all-College CPD days)

The Student Protection Plan will be reviewed annually by the Senior Leadership Team (SLT) and the Governing Body.

The Student Protection Plan covers a range of potential risks to students' continuity of study and what the College will do in the event that a risk crystallises. How we will communicate and consult with students will depend on the nature of the situation in which the Student Protection Plan has to be implemented, so it is not possible to be specific in advance. The overarching principle is that, wherever possible, we will consult with students at the earliest opportunity to ensure that students are fully informed and can provide their views. We will normally do so through the Students' Union (which is supported by the College to provide students with independent advice and representation), and through existing mechanisms that we use to involve students in their teaching and learning, such as student representatives on programme committees.

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<sup>1</sup> EHWLC Annual Report and Financial Statements 2017-18